

PRESS RELEASE

InVision Software Receives 2009 Product of the Year Award Presented by Customer Interaction Solutions® Magazine

Lisle, IL (USA) / Ratingen (Germany), 28 January, 2010 — **InVision Software, a world-leading supplier of enterprise-wide workforce management (WFM) solutions, announced today that its software solution [InVision Enterprise WFM](#) has received a Product of the Year Award for the second year in a row from Technology Marketing Corporation's (TMC®) Customer Interaction Solutions magazine, the leading publication covering CRM, call centres and teleservices since 1982.**

InVision Enterprise WFM supports the whole demand-oriented workforce management process of contact centers – all the way from forecasting to scheduling, optimization, [time management](#) and monitoring. Planners are enabled to set up fully automated, demand-oriented and optimized schedules taking into account individually definable guidelines or rules. “Using our software, contact centers will achieve greater efficiency as well as a reduction in costs in the short term by planning consequently in accordance with the actual demand,” explains Peter Bollenbeck, CEO of InVision Software. “It is a great compliment to be awarded with the 2009 Product of the Year Award as this confirms our excellence in workforce management for [contact centers](#). Everybody at InVision is working hard to deliver robust and innovative software solutions that continue to meet the demands of our customers and offer a quick return on investment.”

The system also allows for [employee](#) involvement in the planning process, increasing motivation considerably. InVision Enterprise WFM holds a patent pending technology for the demand-oriented scheduling of agents in multi-skill environments. Due to the fact that the sophisticated technology behind this is not based on the generally applied ACD (Automatic Call Distribution) routing logic, a considerable amount of time can be saved.

“I am pleased to honor InVision Software for its hard work and success. The software InVision Enterprise WFM has demonstrated excellence in contact center technologies as well as providing ROI for the companies that use them,” said [Rich Tehrani](#), CEO, TMC. “For 12 years, *Customer Interaction Solutions* magazine has been honoring innovative companies for their contributions in advancing technologies and application refinements,” he added.

The 12th Annual Product of the Year Awards winners will be featured in the January 2010 issue of *Customer Interaction Solutions* magazine, www.cismag.com. For more information about the *Customer Interaction Solutions*' 2009 Product of the Year Awards or any of the TMC media properties, please visit www.tmcnet.com.

About InVision Software

InVision Software is a world-leading supplier of enterprise-wide workforce management solutions which enable companies to optimize their staff planning and scheduling processes. InVision empowers customers to reduce personnel costs, increase productivity, improve employee satisfaction and to boost revenue by leveraging better customer service. Founded in 1995 and based in Ratingen (Germany), InVision currently employs 200 WFM specialists and has offices across Europe, North America, and South Africa. InVision Software AG (IVX) is listed in the Prime Standard Segment of the Frankfurt Stock Exchange. Among InVision's clients are numerous international blue chip companies, such as ABN Amro, Allianz, BMW, Deutsche Telekom, IKEA, Sky and Vodafone.

Further information at: www.invisionwfm.com

About Customer Interaction Solutions

Since 1982, [Customer Interaction Solutions](#) (CIS) magazine has been the voice of the call/contact center, CRM and teleservices industries. CIS magazine has helped the industry germinate, grow, mature and prosper, and has served as the leading publication in helping these industries that have had such a positive impact on the world economy to continue to thrive. Through a combination of outstanding and cutting-edge original editorial, industry voices, in-depth lab reviews and the recognition of the innovative leaders in management and technology through our highly valued awards, Customer Interaction Solutions strives to continue to be the publication that holds the quality bar high for the industry.

Please visit www.cismag.com.

About TMC

Technology Marketing Corporation (TMC) is an integrated global media company helping our clients build communities in print, in person and online. TMC publishes [Customer Interaction Solutions](#), [INTERNET TELEPHONY](#), [Unified Communications](#), and [IMS Magazine](#). TMC is also the first publisher to test new products in its own on-site laboratories, TMC Labs. TMCnet, TMC's Web site, is the leading source of news and articles for the communications and technology industries. TMCnet is read by two million unique visitors each month worldwide, according to Webtrends. In addition, TMC produces [INTERNET TELEPHONY Conference & EXPO](#) (ITEXPO); [4GWE Conference](#) and [M2M Evolution](#) (in conjunction with Crossfire Media); [Digium|Asterisk World](#) (in conjunction with Digium); and [Smart Grid Summit](#) (in conjunction with Intelligent Communication Partners).

For more information about TMC, visit www.tmcnet.com.

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